



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Jim Justice
Governor

Bureau for Children and Families
Office of Operations
350 Capitol Street, Room 730
Charleston, West Virginia 25301-3711
Telephone: (304) 356-4866 Fax: (304) 558-6646

Bill J. Crouch
Cabinet Secretary

July 1, 2017

Dear Vendor:

The West Virginia Department of Health and Human Resources (DHHR) will distribute the annual Temporary Assistance for Needy Families (TANF) School Clothing Allowance (SCA) in mid-July. Families with one eligible child will receive two \$100 vouchers. Families with more than one eligible child will receive a \$200 voucher per child. The \$200 vouchers do not have to be used on a single child; they may be used for all eligible children in the family. The expiration date on the vouchers for the coming year is October 31, 2017. **The deadline for submission of vouchers for payment is January 31, 2018.**

Customers will present a single page voucher form. The upper section is retained by the vendor, and the lower section is to be returned to our office for payment. An itemized cash register receipt must be attached to the back of the lower section of the voucher when it is returned for payment. Please do not return the whole voucher when requesting payment.

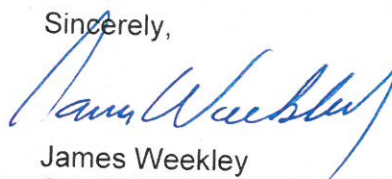
NOTE: If customer a returns clothing purchased with this voucher, DO NOT REFUND IN CASH OR A GIFT CARD.

DHHR recommends that stores share the SCA packets with all personnel who will be working with customers who may use the vouchers. Enclosed with this letter are the following:

- An example of a correctly completed voucher;
- A list of items which can be purchased with the voucher;
- A list of items which cannot be purchased with the voucher;
- A checklist for making sure each voucher is filled out correctly and completely before it is submitted for payment; and
- Frequently asked questions.

DHHR looks forward to working with you on the SCA program and appreciates your continued support. If you have any questions, please contact this office at (304) 356-4541 or (304) 356-4555. You may e-mail dhhrbcfpayment@wv.gov with any questions or comments.

Sincerely,



James Weekley
Chief Financial Officer

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Enclosures

STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Children and Families
350 Capitol Street, Room 730
Charleston, West Virginia 25301-3711
Telephone: (877) 716-1212 Fax: (304) 558-6466

John Doe

123 Name that street
Anytown, WV 12345

Governor
(name)

Secretary
(name)

SCHOOL CLOTHING ALLOWANCE VOUCHER

Case Number: 1234567891

Benefit Number: 1234567

Voucher Number: 123456

VOUCHER AMOUNT: \$XXX.00

INVOICE AMOUNT: \$XXX.00

The purchase is exempt from sales tax by Certificate #55-6000771.
This voucher is NOT valid for purchases after **October 31, 2017**.

REQUIREMENTS OF MERCHANT

1. Purchases limited to wearing apparel for school-age children and sewing materials.
2. Discounts are encouraged, but **NO CASH REBATES ARE ALLOWED.**
3. If a customer returns clothing purchased with this voucher, **DO NOT REFUND IN CASH OR A GIFT CARD.**
4. Ensure the INVOICE AMOUNT does not exceed VOUCHER AMOUNT.
5. Attach itemized register receipt to the back of the bottom portion of the voucher.
6. Both the **CUSTOMER** and the **MERCHANT MUST** sign this document before the voucher is submitted for payment.
7. Tear at perforation and submit signature section to Office of Operations, Division of Payments and Vendor Maintenance at the above address. Do not return the whole voucher.

CERTIFICATION OF SCA VOUCHER REDEMPTION

John Doe
123 Name that Street
Anytown, WV 12345

Case Number: 1234567891
Benefit Number: 1234567
Voucher Number: 123456

VOUCHER AMOUNT: \$XXX.00

INVOICE AMOUNT: \$XXX.00

I CERTIFY THAT I HAVE RECEIVED MERCHANDISE
EQUAL TO THE INVOICE AMOUNT REFLECTED ABOVE.

John Doe

7/15/17

Customer's Signature - **REQUIRED**

Date

I CERTIFY THAT ALL MERCHANT REQUIREMENTS HAVE
BEEN MET AND THAT CLOTHING HAS BEEN DELIVERED
TO THE CUSTOMER.

Sally Sample

7/15/17

Merchant's Signature

Date

Store Name (and Number): STORE NAME
Location: ANY STREET HIGHWAY
Address: 123 NAME THAT STREET
City, State Zip: ANYTOWN, WV 12345
FEIN: 123456789

Remittance Address: (If different from local address)
PO BOX 12345
ANYTOWN, WV 12345



West Virginia Department of Health and Human Resources, Bureau for Children and Families
School Clothing Allowance Voucher Program Guidelines and Information

Checklist for Vouchers Prior to Submitting for Payment

1. Vouchers must be completed in ink, not pencil. Be sure all employees **check the expiration date** to verify the voucher is valid.
2. The State of West Virginia will only reimburse the merchant for items on the **eligible** list. **Ineligible** items will be deducted from the invoice amount and must be removed from your accounts receivable ledger.
3. Customer's signature and date: it is the responsibility of the store to have the customer sign and date the vouchers **before the customer leaves the store**. This signature should match the name on the left-hand side of the voucher or be the spouse of that person. **Unsigned vouchers will not be processed.**
4. Invoice amount: this is the amount the West Virginia Department of Health and Human Resources owe the store. This amount cannot exceed the voucher amount printed on the invoice. The invoice amount must be entered in two places: the upper and lower portions of the voucher. This purchase is exempt from sales tax by certificate #55-6000771.
5. Enter the store name, store number (if applicable), location, address and zip code on the voucher. The federal employer identification number (FEIN) must be completed. This is normally a 9 or 10 digit; corporate offices such as Walmart, Kmart, etc. must use their 12 digit FEIN number. Small stores will use their West Virginia state tax number. There is also a section where the remittance address should be listed if it is different than the local address.
6. Merchant/Vendor's signature and date: must be signed by any store employee; initials are not acceptable. Please note that this must be the actual name of an individual, not the name of the store.
7. Attach the itemized cash register receipt to the back of the bottom section of the voucher with the activity facing outward. Do not return the whole voucher to this office for payment.
8. Separate the document at the perforation and return the bottom section with the itemized receipt attached to the back of the voucher with the activity facing outward to the following address:

**Bureau for Children and Families
Division of Payments and Vendor Maintenance
350 Capitol Street, Room 730
Charleston, WV 25301-3711**



West Virginia Department of Health and Human Resources, Bureau for Children and Families
School Clothing Allowance Voucher Program Guidelines and Information

Frequently Asked Questions

When should we submit the completed vouchers for payment?

Vendors are encouraged to submit the completed vouchers to our office weekly; submitting the vouchers only once a month will slow down the payment process. The Division of Payments and Vendor Maintenance audits and processes vouchers daily, using the "first in, first out" method. Checks are processed weekly.

Must we enter the FEIN (Federal Employer Identification Number) on all vouchers?

Yes.

What do we send in for payment?

Separate the voucher at the perforation and return the bottom section, signed by the customer and the merchant, with the itemized cash register receipt attached to the back with the activity facing outward. **Do not return the Whole Voucher to this Office.**

Can a parent buy clothes for more than one child on the voucher?

Yes, if a parent received two or more \$200 vouchers, then each voucher may be used for all the eligible children.

Do we include sales tax?

No. the purchase is exempt from sales tax by certificate #55-6000771.

When the customer uses the voucher to purchase school clothing items and later returns the clothing, can we give them a cash refund or a gift card?

No. If the clothing is returned you may use your store policy pertaining to returns except you may not give the customer cash or a gift card.

Is it permissible for a customer to purchase adult clothing with the voucher?

Yes. Many children wear adult-sized clothing. Infant clothing should never be purchased with a school clothing voucher.

Who should sign the voucher?

Vouchers should be signed by the customer (or spouse) whose name appears on the voucher and a store employee. **Unsigned vouchers will not be processed.**

Should the store manager sign the voucher or can any employee sign the vouchers?

This would be the decision of store management. Remember **all vouchers must be signed** and initials are not acceptable.

Do we included shipping and handling or lay-away fees?

No. We do not pay for shipping and handling or lay-away fees; this is the responsibility of the customer.



West Virginia Department of Health and Human Resources, Bureau for Children and Families
School Clothing Allowance Voucher Program Guidelines and Information

May we accept vouchers even if the deadline has passed?

Only under special circumstances. Prior approval must be obtained by the vendor. Please contact the Division of Payment and Vendor Maintenance at the following numbers for prior approval: 304-356-4541 or 304-356-4555. If the store accepts a voucher without prior approval, the voucher will not be paid. The expiration date is printed on each individual voucher.

Is it okay to accept the customer's letter of eligibility/acceptance to the SCA Program instead of an actual voucher?

No. Only vouchers are to be accepted and returned for payment.

Does the customer get a copy of the voucher?

No.

What information is needed in order to check the payment status of a voucher?

In order for us to check the payment status of a voucher, we must have the case number (ten digits), the voucher number (seven digits) and the invoice amount. Please e-mail this information to dhhrcfpayment@wv.gov or you may use our fax number: 304-558-6646. Our staff will respond to your request after it has been received.

Can customers purchase flannel pants (pajamas)?

No.

Who should you contact if you suspect fraud?

Contact the Investigations and Fraud Management Unit of the DHHR Office of Inspector General. You may use an online form, <https://www.wvdhhr.org/oig/secprepfrd/>, or you may call 304-558-1970.

Can an anonymous fraud report be placed?

Yes.

Reminder:

Separate the voucher at the perforation and return the bottom section – signed by the customer and merchant – with the itemized cash register receipt attached to the back with the sales activity facing outward. Do not return the whole voucher to this office. Your payment will be delayed if you return the whole voucher.

Eligible Items

Ineligible Items – will be deducted from total owed to the store

Belts	Accessories: Anything listed as Accessories, Basics, Miscellaneous, Fixtures, and Furnishings, etc.
Blouses	Back Packs
Boots	Bandanas
Bow Ties	Belt Bags
Caps	Belt Buckles
Coats	Billfolds
Dresses	Book Bags
Ear Muffs	Calculators
Gloves	Duffle Bags
Handkerchiefs	Food Items: Candy, Potato Chips, etc.
Hats	Garment Dye
Hosiery	Hair Accessories: Hair bows, Ribbons, Barrettes, Combs, Brushes, Ponytail Holders, Hair Bands, Hair Wrap, Headbands, etc.
Insoles	Health and Beauty Aids
Jackets	Infant Clothing
Jeans	Jewelry: Earrings, Watches, Necklaces, Bracelets, etc.
Mittens	Key Rings
Mufflers	Paper, Notebooks, etc.
Neckties	School Supplies: Pencils, Pens, Crayons, Pencil Sharpeners, Erasers, Pencil Cases, Rulers, School Box, Scissors
Pants	Pouches
Piece Goods: Patterns, Thread, Zippers, Buttons Shoulder Pads, Elastic Material	Promo Bags
Raincoats	Purses
Scarves	Scout Uniforms, Scout Scarf, Scout Scarf Holder
Shirts	Sewing Supplies: Needles, Lace, Appliques, Ribbons, Bobbins, Baste & Sew Stick
Shoes	Shoe Cleaner
Shoestrings	Sleepwear: Pajamas, Nightgowns, Dorm shirts, Slippers (House shoes), Robes (Housecoats), Sleep shirts, Slipper Socks, Two (2) Piece Lounge sets (pj's), Flannel Lounge Pants
Shorts	Sporting Goods, Hunting Outfits, Fishing Accessories
Skirts	Sun Glasses
Slacks	Sweat Bands
Socks	Swimwear
Suspenders	Umbrellas
Sweaters	Visors
Tennis Shoes	Wallets
Toddler Clothing	Wrist Bands
Underclothes: Panties, Bra, Briefs, Undershorts, T-shirts, Slips	
Vest	